

Job Title: Accessibility & Inclusive Learning Services' Projects Manager (Non-Medical Helper service and complex case coordination)

Grade: P

Responsible to: Accessibility & Inclusive Learning Services' Manager

Responsible for: approximately 50 non-medical helpers (employed on a freelance basis)

Hours: 12-month fixed-term contract. 37.5 hours per week for 27 weeks (Monday - Friday 9am-5pm), 21 hours for 25 weeks per year (Specific days to be agreed. 9am - 5pm)

Job Purpose: The Accessibility and Inclusive Learning projects' manager (NMH service) will be responsible for project managing the delivery, quality, effectiveness and development of the Non-Medical Helper service, which includes ensuring service excellence (in line with the DSA-QAG Quality Assurance Framework) as well as day-to-day coordination and oversight of NMH work allocation and associated budget and invoicing processes.

Main duties and responsibilities:

- To lead and manage, in conjunction with the dyslexia and accessibility coordinators, the multidisciplinary Non-Medical Helper (NMH) service, being responsible for its day-to-day operational management, delivery and effectiveness. This includes overseeing the work of the self-employed NMHs within the Accessibility team, ensuring quality and consistency of approach and practice across the service.
- To effectively project plan and manage the delivery and enhancement of all aspects of the NMH service, developing and measuring its take-up, effectiveness and impact, maintaining transparent and detailed project plans on progress against agreed actions.
- To implement (and where necessary develop) FX Plus's organisational policies and procedures relating to the contract management and payment of Non-Medical Helpers, ensuring alignment with the relevant statutory and compliance frameworks and the requirements of BIS, Student Finance and DSA-QAG.

- To actively support the Accessibility & Inclusive Learning Services' Manager in supporting the development of an inclusive learning environment across both Universities and Falmouth Exeter Plus. To maintain and offer expert advice on approaches, best practices and 'what works' in supporting disabled students, and to contribute to enhancement by advice and training across all areas of academic and support activity.
- To ensure appropriate records and management information are maintained, and to work with the Accessibility & Inclusive Learning Service Manager in monitoring the quality of the Accessibility service, ensuring KPIs are met and effective evaluation and service improvement processes are in place.
- To project manage the planning, managing and monitoring of the NMH service to ensure efficient and effective use of resources and the monitoring of quality compliance (including with the QAF service specification).
- In conjunction with the dyslexia and accessibility coordinators, to operate as decision-maker in relation to the day-to-day management of Non-Medical Helper performance and complaint processes, effectively escalating decisions relating to the possible cessation of individual NMH services.
- To lead the delivery and implementation of key projects relating to NMH provision, including effective preparation and management of the QAF audit process.
- To deliver one-to-one assessment, advice and case work with students as appropriate – with a particular focus on advice and support for escalated or more complex cases, carrying an appropriate caseload within the team.
- To undertake the role of complex case coordinator on behalf of the accessibility and inclusive learning function, providing effective case coordination, monitoring and reporting to the student services' Case Review Group.
- To work collaboratively with academic and support staff to ensure a coordinated and integrated approach to meeting students' needs. Especially to work closely with the Dyslexia Coordinator and service administrator to enhance the tracking and engagement of students with NMH support. To contribute as appropriate to Student Services 'cause for concern' processes.

- To develop and deliver disability support information, advice and training for staff across all areas of the partnership, so that good practice inclusive learning approaches are embedded in practice.
- To collate and develop web-based resources and tools to improve student access and engagement, including for students learning at distance.
- To ensure appropriate levels of NMH Service awareness and attractiveness amongst students and staff. Within this, to build and ensure an appropriate online presence for the Service and availability of online resources.
- To ensure the accurate collection, maintenance, analysis and reporting of NMH service data and management information to monitor, evaluate and inform the continuous enhancement of the NMH service, including students engagement and take-up.
- To work co-operatively and manage effective relationships with colleagues across FX Plus, FXU and the Universities as appropriate, building networks which will assist and inform the delivery and development of the NMH service.
- To ensure effective relationship with external agencies, developing key partnerships with external / contracted services and local/regional organisations as necessary (including other NMH providers who are providing services to students), to help ensure tailored, quality services are provided to all students.
- To oversee NMH professional practice on behalf of the service, ensuring that all relevant systems, monitoring and audit processes are in place to review NMH compliance with relevant legislation, regulations, policies and procedures – including but not limited to data protection and confidentiality, equalities and health and safety.
- To coordinate and manage NMH CPD update and communication events, including operating the weekly drop-in sessions and regular training, providing a clear process for support and resolution of issues flagged by Non-Medical Helpers.
- To lead by example and take every opportunity to foster the development of a collaborative, responsive, transparent and service orientated culture.

- To contribute to arrangements for responding to issues, emergencies or critical incidents involving students with disabilities.
- To proactively manage continuous professional development and maintain an up-to-date knowledge of not only matters relating to disability but also all requirements relating to the leadership and management of a Non- Medical Helper service.
- To contribute to initiatives within own area of responsibility, and the wider professional services and Universities, through participation in committees, working groups, and other internal and external events are required.
- To sustain the effectiveness of NMH provision through partnerships, effective policy decisions and robust supplier management to minimise costs and maximise efficiencies, in conjunction with the Accessibility & Inclusive Learning Services' Manager, Director of Student Services and Finance
- To meet service quality requirements in relation to Key Performance Indicators, including responding effectively to on-line student enquiries, ensuring that students receive accurate and prompt advice and all responses/attachments are logged in students' electronic case files.
- To proactively research developments and best practices in provision for disabled students within the HE sector to inform the development of the Service, and of the overall inclusive learning environment across the partnership.
- To ensure that all aspects of Accessibility team work are conducted in full compliance with relevant legislation, policies and procedures, including the health & safety and equality & diversity policies.
- To participate in the Annual Performance Development Review Process, and to fully participate in training courses as identified and agreed for professional development.
- To undertake other duties not specifically stated which from time to time are necessary without altering the nature or level of responsibility of the post.

Person Specification		
Post Title:	Accessibility & Inclusive Learning Services' Projects Manager (Non-Medical Helper provision and complex case management)	
	Essential Requirements	Desirable Requirements
Education/ qualifications	Educated to degree level Member of a relevant professional body (e.g. NADP, ADSHE) or demonstrably equivalent professional experience	A postgraduate qualification in a relevant field (or working towards), or demonstrably equivalent professional experience
Experience/ knowledge	<ul style="list-style-type: none"> • Significant experience in the provision of disability support in a HE or FE environment, with a thorough understanding of the complexities involved. • Good knowledge of effective models of disability service delivery and their application within a higher education context. • Experience of establishing and running complex administrative processes. • Comprehensive knowledge of relevant legislation, codes of practice, etc. affecting the area and experience of ensuring compliance with legal and good practice requirements. • Good understanding of IT systems, with proficient and confident day-to-day use. • Experience of working with clients with severe and enduring mental health problems and complex disabilities. • Experience of effectively developing systems and processes to ensure robust ways of working in relation to disability 	Knowledge and experience of designing and delivering education and teaching to support staff CPD.

	<p>support.</p> <ul style="list-style-type: none"> • Thorough knowledge of DSA, needs assessments processes and the DSA-QAG QAF. • Experience of liaising with other professionals in a complex environment. 	
Skills / Personal Requirements	<ul style="list-style-type: none"> • IT proficiency and confidence in effectively using a range of business applications (including student information management systems), communicating a positive approach to the benefits of such systems. • Ability to design, implement and review rigorous processes and procedures to maximise service effectiveness and excellence, with excellent attention to detail. • Able to demonstrate a positive and proactive approach to change and service enhancement. • Excellent interpersonal and team working skills, with a strong ability to relate positively to staff, students and the public as well as with external agencies. • Have a Fresh Thinking and a continuous improvement mindset. • Self-motivated to maintain high standards of service, supported by a clear capability to effectively monitor delivery of agreed actions. • Ability to plan and manage the NMH resources and other facilities of the service to best meet needs. • Ability to work flexibility and take accountability for results, working within a team context. • Excellent organisational and planning skills, with an ability to work effectively to meet tight deadlines/targets, whilst retaining accuracy and attention to detail. • The ability to exercise confidentiality, ensuring full compliance with the Data 	Effective influencing and negotiating skills.

Falmouth Exeter Plus

	<p>Protection Act and associated organisational policies</p> <ul style="list-style-type: none">• A demonstrated commitment to personal and professional development• Ability to meet the demands of working the service hours of 0900 – 1700, and preparedness for occasional travel and work outside normal working hours.• Able to meet the requirements of an Enhanced DBS check	
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